

Harris County Medical Society Commercial Health Plan Contact Grid

	Aetna	BCBSTX	CIGNA	HUMANA	UNITEDHEALTHCARE
Info current as of :	3/1/2018	3/1/2018	3/1/2018	3/1/2018	3/1/2018
Eligibility and Benefits	HMO based: 1-800-624-0756 Non-HMO based: 1-888-632-3862 Navinet	IVR: 1-800-451-0287 www.availity.com https://www.bcbstx.com/provider/clai	1-800-882-4462 https://cignaforhcp.cigna.com	Customer Service 1-800-448-6262 www.Humana.com www.Availity.com	1-877-842-3210 www.uhcprovider.com *Use Your Optum ID to sign in *Click on Eligibility & Benefits
Cost Estimator	Aetna Payment Estimator	BCBSTX Care Cost Estimator	Cigna Cost of Care Estimator	Humana Benefit Estimator	UHC Claim Estimator
Physician Portal	https://www.aetna.com/health-care-professionals.html	www.bcbstx.com/provider/	https://cignaforhcp.cigna.com	https://www.humana.com/provider/	https://www.uhcprovider.com/
Laboratory	Based on patient's plan. Check in-network status at: DocFind	Based on patient's plan. Check in-network status at: Provider Finder	Based on patient's plan. Check in-network status at: Directory	Based on patient's plan. Check in-network status at: Directory	Based on patient's plan. Check in-network status at: Directory
Pharmacy	Precertification: 1-855-240-0535 Fax: 1-877-269-9916 Specialty Drugs Fax: 1-888-329-2779 Mail Order Fax: 1-877-270-3317 Provider Help: 1-800-738-6279	Prime Therapeutics Pharmacy Help Desk: 1-888-229-2812 Pharmacy Resources	Home Delivery Pharmacy: 1-800-835-3784 Specialty Pharmacy Services: 1-800-351-3606 Pharmacy Resources	Pharmacy Review (HCPR) 1-800-555-2546 Pharmacy Resources	Optum Rx: 1.800.788.4863 OptumRx Prior Authorization Line: 1.800.711.4555, option 2 Specialty Pharmacy
Mail Order Drugs	Fax orders 1-800-416-9264	Prime Therapeutics Pharmacy Help Desk: 1-888-229-2812 Prime Mail In Prescriptions: 1-877-357-7463	Fax Orders 1-800-351-3616 or Mail to: Cigna Tel-Drug PO Box 1019 Horsham, PA 19044	Human Pharmacy - Prescription Home Delivery Service: 1-800-379-0092 www.humana.com or Fax: 1-877-405-7940	OptumRx Mail Order Pharmacy: 1.800.788.4863 OptumRx Specialty Pharmacy: 888-739-5820
Injectables	Aetna Specialty Pharmacy: 1-866-782-2779 Traditional: 1-888-632-3862 Option 3	https://www.bcbstx.com/provider/pharmacy/index.html	RJ Health: 860.563.1223	Humana Clinical Pharmacy Review Department: 1-800-555-2546 Humana Specialty Pharmacy: 1-800-486-2668	OptumRx Specialty Pharmacy: 888-739-5820 OptumRx Prior Authorization Line: 1.800.711.4555, option 2
Provider Representative	HMO: 1-800-624-0756 Non-HMO: 1-888-632-3862	Call 713-663-1149 or 1-800-637-0171, press 3	1-800-882-4462	Ph: 1-800-626-2741 Option 3 Fax: 1-800-626-1686	1-866-574-6088
Website	www.aetna.com	www.bcbstx.com/provider	www.cigna.com	www.humana.com	https://www.uhcprovider.com/

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Inpatient Preauthorization/Precertification, & Notifications	HMO: 1-800-624-0756, option 3 Non-HMO: 1-888-632-3862, option 3 https://www.aetna.com/health-care-professionals/precertification.html	The iExchange System is the automated inpatient precertification and referral system. iEXCHANGE IVR 1-800-746-4614 iExchange Availity Referral guide	1-800-882-4462 or call the number on back of member's ID card https://cignaforhcp.cigna.com	1-800-523-0023 or call phone number on back of member's ID card Humana guide	1-877-842-3210 or call phone number on back of member's ID card www.uhcprovider.com
Preauthorization/ Precertification Requests- Authorizations	HMO: 1-800-624-0756, option 3 Non-HMO: 1-888-632-3862, option 3 https://www.aetna.com/health-care-professionals/precertification.html	The iExchange System is the automated inpatient precertification and referral system. iEXCHANGE IVR 1-800-746-4614 or iExchange Availity Referral guide	1-800-882-4462 or call the number on back of member's ID card https://cignaforhcp.cigna.com	1-800-523-0023 or call phone number on back of member's ID card Humana guide	1-877-842-3210 or call phone number on back of member's ID card www.uhcprovider.com
Referral Authorizations	Electronic referrals	The iExchange System is the automated inpatient precertification and referral system. iEXCHANGE IVR 1-800-746-4614 or iExchange Availity Referral guide	Most plans do not require a referral to be submitted to CIGNA (verify with the plan; note in patient's chart or follow your current office procedures). Referral guide	1-800-523-0023 Referral guide	1-877-842-3210 or call phone number on back of member's ID card www.uhcprovider.com
Out-of-Network Referral Disclosure Forms	N/A	Disclosure Form	Disclosure Form	N/A	Disclosure Form
Demographic Information Update Forms	Data Update Form	Data Update Form	Data Update Form	Data Update Form	Data Update Form
Case Management	Concurrent Review: Lisa Nunn in Texas 972-775-6740	1-800-462-3275	Toll free number back of member's ID card or fax 1-800-835-7235	1-800-327-9496	1-877-842-3210
Patient Wellness Programs	To join available Health & Wellness programs please contact your Aetna Representative. Aetna programs	To join any of the programs listed above please contact your BCBSTX Representative. BCBSTX programs	Patient Wellness programs Quality programs	Patient Wellness programs Patient Wellness programs-Medicare Quality programs	Patient Wellness programs Quality programs

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Disease Mgmt & Clinical Practice Guidelines	Director of Disease Management Connie Compton - 740-548-5413 Clinical Practice Guidelines	Blue Care Connection 1-866-412-8795 Clinical Practice Guidelines	1-800-244-6244 Commercial Healthspring	Clinical Practice Guidelines	Clinical Practice Guidelines
Imaging - High Tech (CT, MRI, PET, etc.)	MedSolutions/Evicore 1-888-693-3211 Aetna Guide	AIM Specialty Health www.aimspecialtyhealth.com Phone: 1-800-859-5299 AIM provides a Radiology Quality Initiative (RQI) number for Blue Choice PPO members for outpatient high-tech diagnostic imaging services (CT/CTA, MRI/MRA, SPECT/Nuclear Cardiology studies and PET scans). MedSolutions/Evicore www.evicore.com/healthplan/bcbstx_c Phone: 885-252-1117 Blue Essentials, Blue Essentials Access, and HealthSelect of Texas/Consumer Directed HealthSelect FAQs	MedSolutions/Evicore 1-888-693-3211 Quick Reference Guide	HealthHelp FAQs Humana Guide	1-866-889-8054 UHC Guide
DME Examples: Wheelchairs, crutches, walkers, hosp beds, CPAP, nebulizers	HMO: 1-800-624-0756, option 3 Non-HMO: 1-888-632-3862, option 3	For coverage of specific durable medical equipment (DME) items please see the appropriate Medical Policy. Also, check contracts for specific DME coverage benefits.	Coverage Policies Healthspring Preauthorization Form Vendors	Customer Service 1- 800-448-6262	1-877-842-3210 www.myuhc.com Vendors List: https://www.uhone.com/ContentManagementWS/FileAttachment.ashx?FilePath=/UHCNationalFacilitiesAndVendorsEnglish.pdf
Home Health	HMO:: 1-800-624-0756, option 3 Non-HMO: 1-888-632-3862, option 3	1-800-441-9188, (For preauthorization and referrals, press 2)	CareCentrix 877.466.0164	Customer Service 1-800-448-6262	Customer Service:1-877-842-3210

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	Aetna	BCBSTX	CIGNA	HUMANA	UNITEDHEALTHCARE
Medical Director	Thomas Lin, MD 281-637-3197	Robert Morrow, MD, MBA 713-663-1234 Dr. Dan McCoy - Chief Medical Officer	Mark Netoskie, MD 713-576-4465	Medical Director Joan Laufman, MD 210-269-4559 jlaufman@humana.com Medical Director Senior Products - Southwest Region Judi Shaw-Rice, MD 713-513-3939 jshawrice@humana.com Chief Medical Officer of Senior Products - Southwest Region C Jay Morris, MD 713-513-4923 Cmorris6@humana.com	<u>UHC Medical Director(s)</u> Vincent Nelson, MD 713-418-6381 Marshal Dawer, MD 972-367-9398
Notice:	Please email paymentadvocacy@hcms.org if any incorrect information is identified.				